



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for Filing Period 7/1/2009 to 9/30/2009**  
**Tracking Number 3113**

**Performance Data - Code Part 730**

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.93	1.77	1.80	1.83
B. Operator Answer Time - Information Section 730.510(a)(1)	4.52	4.08	3.73	4.11
C. Repair Office Answer Time Section 730.510(b)(1)	23.88	29.51	42.10	31.83
D. Business or Customer Service Answer Time Section 730.510(b)(1)	25.50	66.65 *	50.70	47.62
E. Percent of Service Installations Section 730.540(a)	95.97 %	96.41 %	94.72 %	95.66 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.68 %	95.24 %	95.83 %	95.57 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.50	1.58	1.45	1.51
H. Percent Repeat Trouble Reports Section 730.545(c)	8.81 %	8.01 %	5.18 %	7.59 %
I. Percent of Installation Trouble Reports Section 730.545(f)	15.80 %	17.18 %	5.28 %	12.78 %
J. Missed Repair Appointments Section 730.545(h)	955	996	864	938
K. Missed Installation Appointments Section 730.540(d)	271	349	331	317

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$4,487.32	\$5,315.22	\$2,702.19	\$12,504.73
B. Number of credits issued for repairs - 24-48 hours	1271	1529	1061	3861
C. Number of credits issued for repairs - 48-72 hours	149	176	86	411
D. Number of credits issued for repairs - 72-96 hours	42	46	14	102
E. Number of credits issued for repairs - 96-120 hours	6	23	8	37
F. Number of credits issued for repairs > 120 hours	13	7	6	26
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7070	8598	7181	22849
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$19,368.37	\$19,332.19	\$14,998.19	\$53,699.00
B. Number of installations after 5 business days	266	352	324	942
C. Number of installations after 10 business days	3	5	10	18
D. Number of installations after 11 business days	23	32	22	77
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2249	2197	2529	6975
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$61,300.00	\$67,250.00	\$59,750.00	\$188,300.00
B. Number of customers receiving credits	1222	1336	1186	3744
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

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